

---

## Maryland Correctional Enterprises Annual Customer Satisfaction Survey

Dear Valued Customer:

Maryland Correctional Enterprises (MCE) is the prison industry arm of the Maryland Division of Correction (DOC) within the Maryland Department of Public Safety and Correctional Services. Our mission is to provide work skills and work ethics to offenders in order to increase their employment opportunities upon release. Our success is dependent upon support from all branches of State government, dedicated MCE employees (both civilian and inmate), the citizens of Maryland, and you—our valued customer.

In order to better satisfy your needs, it is important to know more about your experiences with MCE. Please fill out and return the attached questionnaire or complete it online at [www.mce.md.gov](http://www.mce.md.gov). The customer input from previous surveys has led to more user-friendly catalogs and a future online real-time shopping cart.

MCE would also like to take this opportunity to thank our customers for their patronage. Due to your support in fiscal year 2008, MCE was able to employ 1,890 offenders for a total of 2.13 million training hours, and maintain a recidivism rate half of the general offender population.

Thank you for your comments, concerns and continued support!



---

# WIN A TASK CHAIR

Complete and return the MCE Customer Survey and you will  
be entered to win an MCE TASK CHAIR for your office!  
*You must be a valid MCE Customer to win*





**MARYLAND CORRECTIONAL ENTERPRISES  
CUSTOMER SATISFACTION SURVEY  
FISCAL YEAR 2008**



*Please answer the following questions and return to the Marketing Department via mail, fax or online by  
February 1, 2009*

Name: \_\_\_\_\_ Agency: \_\_\_\_\_  
Email: \_\_\_\_\_ Phone: \_\_\_\_\_

- 1) In what areas do you feel MCE benefits the State of Maryland?

☐ Cost Savings  
☐ Quality Products and Services  
☐ Positive Economic Impact  
☐ Reduction in Re-incarceration  
☐ Safety within Correctional Institutions  
☐ Reduction in Crime

Comments: \_\_\_\_\_

- 2) What is your primary source of information for MCE products and services?  
(Check only one)

☐ Paper Catalog ☐ Website ☐ Account Rep. ☐ Word-of-Mouth ☐ Other

Comments: \_\_\_\_\_

- 3) How would you rate the quality of MCE marketing materials?  
(Check N/A if that material was not used in FY 08)

Overall: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

MCE Catalog: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Website: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Emails: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Other: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

- 4) How would you rate your awareness of MCE products and services? (Check only one)

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor

Comments: \_\_\_\_\_

- 5) Did you purchase from MCE in fiscal year 2008? ☐ Yes ☐ No

6) If you answered yes to question 5: What did you purchase in fiscal year 2008?

<input type="checkbox"/> Seating	<input type="checkbox"/> Wood Furniture	<input type="checkbox"/> Quick Ship Items
<input type="checkbox"/> Modular Furniture	<input type="checkbox"/> Tables	<input type="checkbox"/> Metal
<input type="checkbox"/> Outdoor Furniture	<input type="checkbox"/> Textiles	<input type="checkbox"/> Furniture Restoration
<input type="checkbox"/> Graphics	<input type="checkbox"/> Services	<input type="checkbox"/> Institutional Furniture
<input type="checkbox"/> Other: _____		

---

7) Did you purchase from MCE in fiscal year 2008 only because of a mandate by law?

☐ Yes ☐ No

Comments:

---

8) How would you rate your level of customer satisfaction with MCE products?

(Check N/A if a purchase was not made in that particular category in FY 08)

Overall: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Furniture: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

---

*(Furniture includes desks, seating, metal, dorm, institutional, library, etc.)*

Textiles: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

*(Textiles includes clothing, bags, linens, flags, etc.)*

Graphics: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

*(Graphics includes printing, folders, binders, plaques, signs, Quick Copy, etc.)*

Food: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Services: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

*(Services includes data entry, mail & distribution, design, warehousing, moving)*

Comments:

---

9) How would you rate your level of customer satisfaction with MCE personnel?

(Check N/A if no contact with that department in FY 08)

Overall: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

---

Customer Service: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Sales: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Design: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Warehouse: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Installation: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Accounts Receivable: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Marketing: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Plants/Business Units: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Comments:

---

- 10) How would you rate the price of MCE products and services?  
(Check N/A if a purchase was not made in that particular category in FY 08)

Overall: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

---

Furniture: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Textiles: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Graphics: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Food: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Services: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Comments: \_\_\_\_\_

- 11) How would you rate the quality of MCE products and services?  
(Check N/A if a purchase was not made in that particular category in FY 08)

Overall: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

---

Furniture: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Textiles: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Graphics: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Food: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Services: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Comments: \_\_\_\_\_

- 12) How would you rate the timeliness of MCE delivery?  
(Check N/A if a purchase was not made in that particular category in FY 08)  
(From the time MCE received the order to the time of delivery)

Overall: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

---

Furniture: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Textiles: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Graphics: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Food: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Services: ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ N/A

Comments: \_\_\_\_\_

- 13) Number the following in order of their importance when making purchasing decisions:

- ☐ Product Quality
- ☐ Product Price
- ☐ Legal or Contractual Requirement
- ☐ Delivery Times
- ☐ Level of Customer Service
- ☐ Impact Purchase has on Maryland

- 14) Would you recommend purchasing and utilizing MCE products and services to others?

\_\_\_Yes

\_\_\_No

Comments: \_\_\_\_\_

- 15) What additional goods or services would you recommend that MCE provide?

\_\_\_\_\_  
\_\_\_\_\_

- 16) Other comments/suggestions for MCE?

\_\_\_\_\_  
\_\_\_\_\_

Please check here if you would like your Account Representative to follow-up with you about any of your concerns: \_\_\_\_\_

Thank you for completing the Maryland Correctional Enterprises Fiscal Year 08 Customer Satisfaction Survey, your honest answers provide us vital information to improve customer satisfaction.

*Mail To:*

Maryland Correctional Enterprises  
Attn: Marketing Department  
7275 Waterloo Road  
Jessup, Maryland 20794

*Fax To:*

Maryland Correctional Enterprises  
Attn: Marketing Department  
(410) 540-5569

*Online:*

Take this survey online at  
[www.mce.md.gov](http://www.mce.md.gov)



Maryland Correctional Enterprises ~ 410-540-5400 ~ [www.mce.md.gov](http://www.mce.md.gov)

**WIN A TASK CHAIR**



**DON'T FORGET –**

Completing and returning the MCE Customer Survey enters you to win an MCE TASK CHAIR for your office!

*You must be a valid MCE Customer to win*